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Washington State
Department of Social
& Health Services
SHS 22-491 (Rev. 2/06)

Call toll-free

1-877-980-9220

Using

To use the system you will need to know:

- Your client identification number
- The last four digits of your social security number

It is also good to know your assistance unit numbers. When you call The Answer Phone for the first time, you will be asked to input the last four digits of your social security number as your Personal Identification Number (PIN).

You will then be asked to create a new PIN.

Once you have created a new PIN, you are ready to start accessing The Answer Phone system. The system will guide you to find the information you need.

You can use this wallet card to keep your information handy. You can then access your information, even when you are away from home.

To start using The Answer Phone
please call:

1-877-980-9220

The Answer Phone

Information

(FOR YOUR PERSONAL USE ONLY)

Client ID _____

Assistance unit type/number	
TYPE	NUMBER
